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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: James, et al.

Group No.: 2643

Serial No.: 09/675,597

Examiner:

Filed: September 29, 2000

For: System and Method of  
Using a Phone to Access  
Information in a Call Center

I hereby certify that this paper is being  
deposited with the United States Postal Service as  
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Commissioner for Patents, Washington, DC 20231,  
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Attorney

Docket No.: 99EC036/77527

4/12/01  
Date

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Attorney for Applicant(s)

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents  
Washington, D.C. 20231

RECEIVED

APR 18 2001

Technology Center 2600

Sir:

In accordance with 37 C.F.R. §§ 1.56, 1.97 and 1.98, applicants submit the following  
statement consisting of:

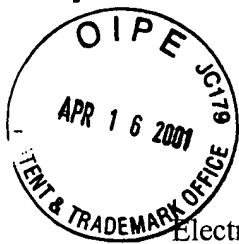
- I. A list of patents and other publications (and attached Form PTO-1449).
- II. General Remarks.

A copy of each of the following listed documents is enclosed herewith.

I. PATENTS

<u>U.S. Patent No.</u>	<u>Date of Issue</u>	<u>Patentee(s)</u>
5,572,570	11-5-96	Kuenzig
5,592,538	1-7-97	Kosowsky, et al.
5,802,526	9-1-98	Fawcett, et al.

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## II. OTHER DOCUMENTS

"Call Center Command Server Definition", Analysis and High Level Design, Rockwell Electronic Commerce, August 12, 1998, 44 pgs.

## II. GENERAL REMARKS

It is respectfully requested that the above-listed references be given consideration by the Examiner and made of record in the subject patent application.

Respectfully submitted,

WELSH & KATZ, LTD.

By

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April 12, 2001

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